

City of Memphis

**Remote Backup Solution
RFP # SAIC CoM 2015 RG R138618**

Answers to Questions

	<u>RFQ Section</u>	Question	Response
1.		List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.	This information can be obtain by visiting: www.memphistn.gov , go to the section titled “All RFPS & RFQS,” scroll-down the list of RFP’s and RFQ’s, and then click on the RFP Title.
2.		Soft Copy of the Tender Document through email.	Soft copies are not provided through email. Please visit: www.memphistn.gov , go to the section titled “All RFPS & RFQS,” scroll-down the list of RFP’s and RFQ’s, and then click on the RFP Title.
3.		Names of countries that will be eligible to participate in this tender.	Vendor must provide all of the Services from locations within the United States.
4.		Information about the Tendering Procedure and Guidelines	Procedures and Guidelines are listed on the City of Memphis website. Please visit: www.memphistn.gov , go to the section titled “All RFPS & RFQS,” scroll-down the list of RFP’s and RFQ’s, and then click on the RFP Title.
5.		Estimated Budget for this Purchase	Not budgeted at this time.
6.		Any Extension of Bidding Deadline?	No bid extensions.
7.		Any Addendum or Pre Bid meeting Minutes?	No addendums or pre-bid meetings minutes.
8.		What is the physical address location that the equipment would be getting shipped to/installed?	Downtown Memphis and an outlying area of Nashville, exact physical addresses will be given once NDAs have been verified
9.		Current backup application(s) version and number of clients/servers for each:	This is vendor supported. Asigra – 12.2 version Number of servers – 202
10.		Which types of backup targets are you using today? (Tape / SAN / NAS / JBOD / VTL / etc.):	Tape / SAN / NAS / JBOD
11.		Will writing to tape remain a company requirement? If so, please explain:	Yes, for the systems that back up to tape
12.		Are you backing up any encrypted or compressed data? If so, please provide detail:	Yes, encrypted and compressed data is being backed up by our current provider. However, details will not be provided.
13.		Are you backing up any graphical image, audio, or video data? If so, please provide detail:	Yes
14.		Are you backing up any NAS data? If so, which vendors? Are you using NDMP?	NAS – yes, Western Digital; No but uses SMB

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15.		What is the desired backup window for full and incremental backups (hours)?	Varies by systems
16.		Is replication of backups to a DR site required? If so, what is the available bandwidth between sites?	City is interested in knowing vendor's DR/Business Continuity plan for our backup data.
17.		Please describe your Recovery Point and Recovery Time Objectives:	Critical systems within 2 hours, other production systems 4 hours and remaining is best effort
18.		What was the result of your most recent disaster recovery test?	It was successful. Solution met the testing requirement.
19.		Please describe the greatest challenges with the current backup environment (bottlenecks, connectivity, servers, etc.)?	Changing versions not supporting legacy OS and direct Oracle backups
20.		Please provide any other information that may provide insight into your environment:	N/A
21.		What speed is the FC Fabric?	2Gb and 8Gb
22.		What speed is the network?	1 and 10Gb
23.		What is the speed of the City's existing Internet Connection?	1Gb
24.		Is replication a requirement?	yes
25.		Total number of sites? (Please complete a separate table below for each site with unique data to protect)	2

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Section B: Site 1 Information

Site name:	Site Name						
Data Types	Single Full (GB)	Fulls per week	Inc/Diff's per week	Daily change rate %	Annual growth rate %	Replicate ? (yes/no)	Desired Retention Policy
Example: SQL	1024	1	6	2	5	Yes	30 daily + 5 weekly + 12 monthly
General NAS							
General SAN							
SQL	800						
Oracle	40000						
Exchange	35000						
Other Database							
VMware	175000						
Media (images, audio, video, PDF, etc.)							
Other (please specify)							
Total backup size:	925800						

Applications to Backup at Site 1

Please indicate how many of each application servers you wish to backup

Application	# of Servers	Version/SP	Operating System	
VMware	45	5.5	Vmware	
Microsoft Hyper-V				
Citrix XenServer				
Microsoft Exchange 2013				
Microsoft Exchange 2010	20	2008	Windows	
Microsoft Exchange 2007				
Microsoft Exchange 2003				
Microsoft SQL Server 2012				

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Microsoft SQL Server 2008				
Microsoft SQL Server 2005				
Microsoft SharePoint Server 2013				
Microsoft SharePoint Server 2010				
Microsoft SharePoint Server 2007				
Oracle	40	6	Redhat	
List other Applications or Operating Systems Below				